

WINSTON STAYS PTY LTD

Privacy Policy

Effective Date: 01 January 2026

Winston Stays Pty Ltd (ABN 71 694 657 119) ("Winston Stays", "we", "us", or "our") respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how Winston Stays collects, uses, stores, and discloses personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This policy applies to all guests, customers, website users, property owners, agents, and business partners.

Business Contact Details:

Winston Stays Pty Ltd
81-83 Campbell Street
Surry Hills NSW 2010
Email: bradley@winstonstays.com
Phone: 0488 555 129
Website: winstonstays.com

1. Personal Information We Collect

We collect personal information reasonably necessary to operate our business and provide accommodation services.

This may include:

Identity Information

- Full name
- Date of birth
- Government-issued identification (passport, driver licence)
- Identity verification information via Truvi

Contact Information

- Email address
- Phone number
- Residential address

Booking Information

- Booking history

- Stay details
- Guest preferences
- Special requests

Payment Information

- Payment details (processed securely via Stripe or booking platforms)
- Transaction history

Technical Information

- IP address
- Device information
- Website usage data
- Cookies and tracking data

Security Information

- CCTV footage (external areas only, where applicable)
- Access logs
- Security and fraud prevention records

Business Information (for owners and partners)

- Contact details
- Property information
- Financial details related to agreements

2. How We Collect Personal Information

We collect personal information through:

Directly from you

- Booking forms
- Website forms
- Identity verification processes
- Email and phone communications

Third-party platforms

- Airbnb
- Booking.com
- Online travel agencies

Service providers

- Truvi identity verification
- Stripe payment processing
- Property management software (PMS)
- Channel managers

Automatically through technology

- Website cookies
- Analytics tools
- Security systems

3. Why We Collect and Use Personal Information

We collect personal information to:

- Provide accommodation services
- Confirm and manage bookings
- Verify identity and prevent fraud
- Process payments
- Communicate with guests
- Provide customer support
- Maintain property security
- Comply with legal obligations
- Improve our services
- Manage relationships with property owners and partners

We may also use information for internal business operations, risk management, and legal compliance.

4. Identity Verification and Fraud Prevention

Winston Stays uses identity verification services including Truvi and internal verification processes.

This helps us:

- Verify guest identity
- Prevent fraud
- Protect property owners
- Maintain safety standards

Verification is required prior to granting property access.

5. Payment Processing

Payment information is securely processed through third-party providers including:

- Stripe
- Airbnb
- Booking.com

Winston Stays does not store full credit card numbers.

Payment providers manage payment security in accordance with PCI-DSS standards.

6. Disclosure of Personal Information

We may disclose personal information to:

Service providers

- Identity verification providers (Truvi)
- Payment processors (Stripe)
- Property management software providers
- IT service providers

Booking platforms

- Airbnb
- Booking.com

Property owners and managers where required to manage bookings

Legal and regulatory authorities where required by law

We only disclose information where necessary for business operations or legal compliance.

7. Overseas Disclosure

Some service providers may store data overseas, including:

- United States
- European Union
- Other jurisdictions used by cloud providers

We take reasonable steps to ensure overseas recipients comply with privacy standards.

8. Data Security

We take reasonable steps to protect personal information from:

- Unauthorised access
- Misuse
- Loss
- Disclosure

Security measures include:

- Secure software systems
- Identity verification
- Restricted data access
- Secure payment processing
- Staff confidentiality obligations

9. Data Retention

We retain personal information only as long as necessary to:

- Provide services
- Meet legal requirements
- Resolve disputes
- Enforce agreements

Information may be securely destroyed or de-identified when no longer required.

10. Access and Correction

You may request access to personal information we hold about you.

You may request correction of inaccurate or incomplete information.

Requests should be made via:

Email: bradley@winstonstays.com

We will respond within a reasonable timeframe.

11. Cookies and Website Tracking

Our website may use cookies and similar technologies to:

- Improve user experience
- Analyse website usage
- Improve performance

You may disable cookies through your browser settings.

12. Direct Marketing

We may send communications related to:

- Bookings
- Service updates
- Business communications

You may opt out of marketing communications at any time.

13. Notifiable Data Breaches

If a data breach occurs that is likely to result in serious harm, Winston Stays will comply with the Notifiable Data Breaches Scheme, including notification to affected individuals and regulators.

14. Complaints

If you have a privacy complaint, contact:

Email: bradley@winstonstays.com

We will respond promptly.

If you are not satisfied, you may contact:

Office of the Australian Information Commissioner
www.oaic.gov.au

15. Changes to This Policy

Winston Stays may update this Privacy Policy from time to time.

The current version will always be available at:

winstonstays.com/privacy-policy